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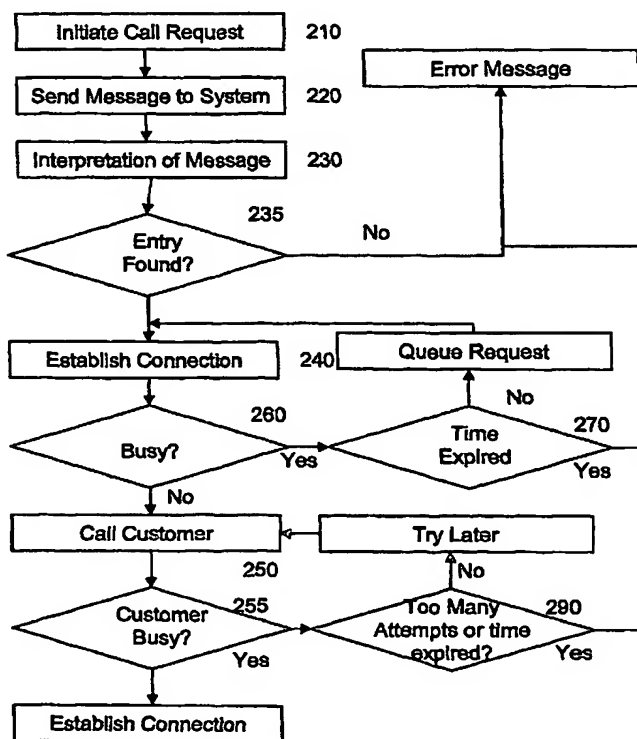
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[Continued on next page]

(54) Title: SYSTEM AND METHOD FOR A MESSAGE-REQUESTED ESTABLISHMENT OF A CONNECTION BETWEEN A CONTACT REQUESTER AND A COMMUNICATIONS CENTRE



(57) Abstract: A system (10) for establishing a connection between a contact requester (60) (i.e. a potential customer) and a communications centre (70) is disclosed. The system (10) has a message receiver (20) which accepts a message from a communications device, such as a mobile telephone or a PDA, and a contact number. The contact number is usually the number of the mobile telephone or the PDA. The system has furthermore a parser (30) for parsing the message and identifying one or more identifiers in the message (80; 300), including a destination identifier (320). The destination identifier indicates the number of a communications centre, such as a call centre (70), to which the message (80; 300) should be sent. A connector (40) in the system (10) uses the destination identifier (320) and the contact number to establish a connection between a requested one of the communications centres and the contact requester.



**Published:**

- *with international search report*
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*For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.*

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# INTERNATIONAL SEARCH REPORT

International Application No  
PCT/EP2004/002657

## A. CLASSIFICATION OF SUBJECT MATTER

IPC 7 H04M3/42

According to International Patent Classification (IPC) or to both national classification and IPC

## B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

IPC 7 H04Q H04M

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

EP0-Internal

## C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	EP 1 195 975 A (INTELLPROP LTD) 10 April 2002 (2002-04-10)	1,2,8,17
Y	abstract  page 2, line 3 - line 14 page 3, line 23 - page 5, line 34 figures 1,2	3-7, 9-11, 18-21
Y	EP 1 168 791 A (NETCALL PLC) 2 January 2002 (2002-01-02)	3-5,7,9, 10,20,21
A	abstract  column 3, line 6 - column 11, line 48 claims 4,5,9; figures 1,5-9	1,2,6,8, 18,19
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☒ Further documents are listed in the continuation of box C.

☒ Patent family members are listed in annex.

\* Special categories of cited documents :

- "A" document defining the general state of the art which is not considered to be of particular relevance
- "E" earlier document but published on or after the international filing date
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- "P" document published prior to the international filing date but later than the priority date claimed

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"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone

"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art.

"&" document member of the same patent family

Date of the actual completion of the international search

26 July 2004

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# INTERNATIONAL SEARCH REPORT

International Application No  
PCT/EP2004/002657

## C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	HARVEY D E ET AL: "CALL CENTER SOLUTIONS" AT & T TECHNICAL JOURNAL, AMERICAN TELEPHONE AND TELEGRAPH CO. NEW YORK, US, vol. 70, no. 5, 1 September 1991 (1991-09-01), pages 36-44, XP000244602 ISSN: 8756-2324	6,7,18, 19
A	page 37, left-hand column, line 21 - line 25  page 39, right-hand column, line 12 - line 20 page 40, right-hand column, line 10 - line 17 page 41, left-hand column, line 7 - line 17	1-5, 8-11,17, 20,21
Y	----- EP 0 740 450 A (SIEMENS ROLM COMM INC ; IBM (US)) 30 October 1996 (1996-10-30) page 11, line 53 - line 56	11
A	page 12, line 28 - line 32  -----	1-10, 17-21

# INTERNATIONAL SEARCH REPORT

International application No.  
PCT/EP2004/002657

## Box II Observations where certain claims were found unsearchable (Continuation of item 2 of first sheet)

This International Search Report has not been established in respect of certain claims under Article 17(2)(a) for the following reasons:

1. ☐ Claims Nos.:  
because they relate to subject matter not required to be searched by this Authority, namely:
2. ☐ Claims Nos.:  
because they relate to parts of the International Application that do not comply with the prescribed requirements to such an extent that no meaningful International Search can be carried out, specifically:
3. ☐ Claims Nos.:  
because they are dependent claims and are not drafted in accordance with the second and third sentences of Rule 6.4(a).

## Box III Observations where unity of invention is lacking (Continuation of Item 3 of first sheet)

This International Searching Authority found multiple inventions in this international application, as follows:

see additional sheet

1. ☐ As all required additional search fees were timely paid by the applicant, this International Search Report covers all searchable claims.
2. ☐ As all searchable claims could be searched without effort justifying an additional fee, this Authority did not invite payment of any additional fee.
3. ☐ As only some of the required additional search fees were timely paid by the applicant, this International Search Report covers only those claims for which fees were paid, specifically claims Nos.:
4. ☒ No required additional search fees were timely paid by the applicant. Consequently, this International Search Report is restricted to the invention first mentioned in the claims; it is covered by claims Nos.:

1-11, 17-21

Remark on Protest

- ☐ The additional search fees were accompanied by the applicant's protest.
- ☐ No protest accompanied the payment of additional search fees.

FURTHER INFORMATION CONTINUED FROM PCT/ISA/ 210

This International Searching Authority found multiple (groups of) inventions in this international application, as follows:

1. claims: 1-11,17-21

Sytem for and method of establishing a connection to a  
communications centre

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2. claims: 12-16

Communications centre

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3. claims: 22-27

Communications device with contact management

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# INTERNATIONAL SEARCH REPORT

Information on patent family members

International application No

PCT/EP2004/002657

Patent document cited in search report		Publication date	Patent family member(s)	Publication date
EP 1195975	A	10-04-2002	EP 1195975 A2	10-04-2002
EP 1168791	A	02-01-2002	EP 1168791 A2	02-01-2002
			US 6704404 B1	09-03-2004
EP 0740450	A	30-10-1996	EP 0740450 A2	30-10-1996
			JP 3485223 B2	13-01-2004
			JP 8321885 A	03-12-1996
			US 5825869 A	20-10-1998